

EMPLOYEE RELATIONS DEPARTMENT CUSTOMER SATISFACTION SURVEY 2004-2005

Departments responded to the following items on a scale of 1 to 5, with a "5" rating indicating the highest degree of satisfaction and a "1" rating, indicating the lowest degree of satisfaction. "N/A" indicated a "non applicable" response.

<u>Comparison to Prior Year</u>					
	02-03	03-04	Diff	04-05	Diff
PART 1 – PERSONNEL SERVICES DIVISION					
<u>Section 1 – Recruitment and Internal Placement Section</u>					
1. Recruitment information is forwarded to your department in a timely manner.	3.65	3.50	(0.15)	4.14	0.64
2. How satisfied are you with the quality of applicants being forwarded to your department?	3.58	3.54	(0.04)	3.77	0.23
3. The software provided by ERD serves your needs i.e. Resumix, Requisitions, Occupations and Employees.	3.68	3.68	0.00	4.02	0.34
4. Layoff actions are processed within the prescribed 45-day time period.	4.21	4.36	0.15	4.44	0.08
5. How would you rate your level of satisfaction with the Recruitment & Internal Placement staff?					
Courteous and friendly	4.56	4.70	0.14	4.73	0.03
Responsive to Req.	4.15	4.19	0.04	4.66	0.47
Professionalism	4.37	4.58	0.21	4.77	0.19
Problem resolution	4.26	4.47	0.21	4.60	0.13
Job knowledge	4.22	4.49	0.27	4.75	0.26
Helpfulness	4.37	4.58	0.21	4.73	0.15
SECTION AVERAGE	4.11	4.21	0.10	4.46	0.25

Section 2 – Compensation and Classification Determinations

	02-03	03-04	Diff	04-05	Diff
6. The process turnaround time frame for classification action requests & other related activities such as requisition sign off and minimum qualifications has been approved.	3.32	3.83	0.51	4.04	0.21
7. The Compensation staff responds to my calls for services in a prompt manner.	4.00	4.36	0.36	4.55	0.19
8. The Compensation staff provides a thorough response to my questions and works through concerns and issues.	3.88	4.27	0.39	4.55	0.28
9. How would you rate your level of satisfaction with the Compensation staff?					
Courteous and friendly	4.54	4.70	0.16	4.74	0.04
Responsive to requests	4.00	4.27	0.27	4.64	0.37
Professionalism	4.42	4.61	0.19	4.74	0.13
Problem resolution	4.12	4.25	0.13	4.61	0.36
Job knowledge	4.35	4.66	0.31	4.72	0.06
Helpfulness	4.19	4.57	0.38	4.68	0.11
SECTION AVERAGE	4.09	4.39	0.30	4.59	0.20

Section 3 – Testing and Validation

	02-03	03-04	Diff	04-05	Diff
10. A current promotional eligible list is available when you are ready to fill vacancies.	3.91	4.57	0.66	4.35	(0.22)
11. A current open-competitive eligible list is available when you are ready to fill vacancies.	3.86	4.38	0.52	4.38	0.00
12. Enough notice is given to your DPR office to arrange for pre-test meetings.	4.57	4.40	(0.17)	4.60	0.20
13. Enough notice is given to your DPR office to arrange for post-test meetings.	4.67	4.40	(0.27)	4.60	0.20
14. When you call the Testing and Validation Section, someone is readily available to assist you.	4.17	4.76	0.59	4.52	(0.24)
15. How would you rate your level of satisfaction with the Testing & Validation staff?					
Courteous and friendly	4.58	4.85	0.27	4.68	(0.17)
Responsive to requests	4.30	4.80	0.50	4.60	(0.20)
Professionalism	4.58	4.85	0.27	4.72	(0.13)
Problem resolution	4.60	4.84	0.24	4.68	(0.16)
Job knowledge	4.58	4.85	0.27	4.72	(0.13)
Helpfulness	4.67	4.85	0.18	4.68	(0.17)
SECTION AVERAGE	4.41	4.69	0.28	4.59	(0.10)
Division average	4.20	4.43	0.23	4.55	0.12

PART II – ADMINISTRATIVE SERVICES DIVISION

	02-03	03-04	Diff	04-05	Diff
16. Please rate your level of satisfaction with the following:					
a. PAR Processing	4.30	4.28	(0.02)	4.30	0.02
b. PCD Processing	4.07	4.30	0.23	4.15	(0.15)
c. Retroactive Pay Processing	4.15	4.10	(0.05)	4.09	(0.01)
d. Tuition Refund Processing	4.25	4.45	0.20	4.49	0.04
e. Savings Bonds Deduction	4.23	4.44	0.21	4.46	0.02
f. United Way Deductions	4.42	4.54	0.12	4.54	0.00
g. Other Payroll Deductions	4.32	4.50	0.18	4.39	(0.11)
h. Longevity Bonus Awards Processing	4.50	4.62	0.12	4.58	(0.04)
i. Executive Salary Reviews	4.27	4.56	0.29	4.55	(0.01)
j. Tool Allowance Payments	4.27	4.00	(0.27)	4.10	0.10
k. Workers Compensation/ Disability Adjustments	3.68	4.15	0.47	4.15	0.00
l. Uniform Allowance Payments	4.60	4.46	(0.14)	4.44	(0.02)
m. Timeliness of Voucher Preparation	4.25	4.15	(0.10)	4.20	0.05
n. Departure Incentive Program (DIP)	4.33	4.56	0.23	4.70	0.14
o. Deferred Retirement Option Program (DROP)	4.60	4.63	0.03	4.62	(0.01)
p. PCD Problem Resolution	4.15	4.12	(0.03)	4.14	0.02
q. Time and Leave System	4.35	4.44	0.09	4.44	0.00
r. Table of Organization Changes	3.67	3.57	(0.10)	3.53	(0.04)
s. Payroll System Security and Sign-Ons	4.12	4.45	0.33	4.36	(0.09)
t. Physical Examination Scheduling	4.00	4.53	0.53	4.55	0.02
u. Timely Physical Examination Results	3.92	4.05	0.13	4.23	0.18
v. Personnel File Room Inquiries	4.00	4.13	0.13	4.40	0.27
w. PAR Delivery/ Pick-up	4.48	4.57	0.09	4.50	(0.07)
x. Payroll/ Leave Report Distribution	4.48	4.48	0.00	4.52	0.04
y. Receptionist and Telephone Service	4.41	4.32	(0.09)	4.59	0.27
z. PAR Supervisor Training Classes	4.20	4.26	0.06	4.41	0.15
aa. Overpayments	4.08	4.38	0.30	4.11	(0.27)
bb. Training for New Time and Leave Screens	3.48	3.95	0.47	4.03	0.08
cc. Earned Leave Pool/ Special Leave Pools	4.33	4.51	0.18	4.53	0.02
dd. Ad Hoc Report Requests	3.88	4.33	0.45	4.25	(0.08)
ee. On-line viewing of personnel Folders	3.80	3.76	(0.04)	3.88	0.12
17. How would you rate your level of satisfaction with the Administrative Services staff?					
Courteous and friendly	4.44	4.57	0.13	4.70	0.13
Responsive to requests	4.30	4.34	0.04	4.43	0.09
Professionalism	4.41	4.55	0.14	4.62	0.07
Problem resolution	4.22	4.30	0.08	4.36	0.06
Job knowledge	4.19	4.48	0.29	4.47	(0.01)
Helpfulness	4.37	4.44	0.07	4.57	0.13
DIVISION AVERAGE	4.20	4.33	0.13	4.36	0.03

PART III – LABOR MANAGEMENT AND EMPLOYEE APPEALS DIVISION

	02-03	03-04	Diff	04-05	Diff
18. The Labor Management staff provides professional direction, advice, & guidance concerning the application & interpretation of all terms & conditions, and provisions contained in collective bargaining agreements representing County employees.	4.48	4.61	0.13	4.67	0.06
19. The Labor Management staff provides advice in the processing of collective bargaining grievances that includes the content of required written responses at various procedural steps through sworn testimony during final and binding arbitration.	4.60	4.50	(0.10)	4.69	0.19
20. The Labor Management staff provides direction, advice & guidance concerning the administration of progressive discipline & the application & interpretation of the provisions contained in A.O. 7-3, Progressive Discipline.	4.52	4.66	0.14	4.78	0.12
21. The Labor Management staff advises and assists the County Attorney's Office in the processing and conducting of disciplinary action appeals, grievance arbitration cases, 13-C cases unfair labor practice hearings, recognition petition hearings and impasse resolution hearings before a special master.	4.50	4.43	(0.07)	4.68	0.25
22. How would you rate the timely processing and handling of grievance arbitrations and hearings?	4.27	4.13	(0.14)	4.26	0.13
23. How would you rate your opportunity to provide input to the collective bargaining process with the unions as it impacts your department's operations?	3.61	3.50	(0.11)	4.08	0.58
24. How would you rate your level of satisfaction with Labor Management staff?					
Courteous and friendly	4.63	4.79	0.16	4.79	0.00
Responsive to requests	4.46	4.41	(0.05)	4.61	0.20
Professionalism	4.63	4.74	0.11	4.79	0.05
Problem resolution	4.39	4.64	0.25	4.68	0.04
Job knowledge	4.50	4.74	0.24	4.82	0.08
Helpfulness	4.57	4.65	0.08	4.74	0.09
DIVISION AVERAGE	4.43	4.48	0.05	4.63	0.15

PART IV – CAREER DEVELOPMENT DIVISION

Section 1 – Employee Support Services (ESSS) (formerly Employee Assistance Program (EAP))

25. Please rate your level of satisfaction with the services provided by the Employee Support Services unit?

02-03	03-04	Diff	04-05	Diff
4.19	4.48	0.29	4.54	0.06

26. How would you rate your level of satisfaction with ESSS staff?

Courteous and friendly	4.44	4.59	0.15	4.68	0.09
Responsive to requests	4.38	4.59	0.21	4.62	0.03
Professionalism	4.44	4.66	0.22	4.68	0.02
Problem resolution	4.27	4.55	0.28	4.54	(0.01)
Job knowledge	4.33	4.55	0.22	4.66	0.11
Helpfulness	4.38	4.59	0.21	4.61	0.02
SECTION AVERAGE	4.35	4.57	0.23	4.62	0.05

Section 2 – Office of Reasonable Accommodation/ ADA Unit

The Employee Relations Department, through its Office of Reasonable Accommodation/ ADA Unit, oversees countywide implementation of the enrollment related to the provisions of the Americans with Disabilities Act (ADA), including reasonable accommodation.

28. Were you aware that the Employee Relations Department provides this service?

25y/2n 33y/5n 46y/1n

29. Have you utilized the ADA Unit's services during the past year for training, technical assistance, career counseling, or other?

15y/12n 20y/21n 28y/19n

30. How would you rate your level of satisfaction with the ADA staff?

Courteous and friendly	4.53	4.67	0.14	4.81	0.14
Responsive to requests	4.25	4.44	0.19	4.51	0.07
Professionalism	4.59	4.59	0.00	4.76	0.17
Problem resolution	4.31	4.50	0.19	4.38	(0.12)
Job knowledge	4.53	4.65	0.12	4.76	0.11
Helpfulness	4.38	4.62	0.24	4.58	(0.04)
SECTION AVERAGE	4.43	4.58	0.15	4.63	0.05

Section 3 – Supervisory Certification Program- Miami-Dade County University

31. Are you aware that the Employee Relations Department Career Development Division offers training courses for the County's supervisors and managers?

02-03	03-04	Diff	04-05	Diff
27y/0n	33y/0n		47y/0n	

32. Have you participated in the Supervisor Certification Program?

23y/3n	25y/10n	39y/8n
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33. How would you rate your level of satisfaction with the Miami-Dade County University staff?

Courteous and friendly	4.77	4.78	0.01	4.73	(0.05)
Responsive to requests	4.67	4.68	0.01	4.73	0.05
Professionalism	4.70	4.76	0.06	4.78	0.02
Problem resolution	4.65	4.62	(0.03)	4.70	0.08
Job knowledge	4.55	4.70	0.15	4.73	0.03
Helpfulness	4.77	4.70	(0.07)	4.76	0.06
SECTION AVERAGE	4.69	4.71	0.02	4.74	0.03

Section 4 – Employee Suggestion Program (ESP)

34. Have you interacted/participated in ESP during the past calendar year?

02-03	03-04	Diff	04-05	Diff
n/a	n/a	n/a	26y/21n	n/a

35. How would you rate your level of satisfaction with ESP staff in the following areas?

Courteous and friendly	n/a	n/a	n/a	4.56	n/a
Responsive to requests	n/a	n/a	n/a	4.68	n/a
Professionalism	n/a	n/a	n/a	4.59	n/a
Problem resolution	n/a	n/a	n/a	4.50	n/a
Job knowledge	n/a	n/a	n/a	4.69	n/a
Helpfulness	n/a	n/a	n/a	4.59	n/a

SECTION AVERAGE n/a n/a n/a 4.60 n/a**DIVISION AVERAGE** 4.49 4.62 0.13 4.65 n/a

DEPARTMENT AVERAGE

02-03	03-04	Diff	04-05	Diff
4.33	4.46	0.14	4.55	0.09